2016

Issuer Review IRO Module User Manual

LOUISIANA DEPARTMENT OF INSURANCE

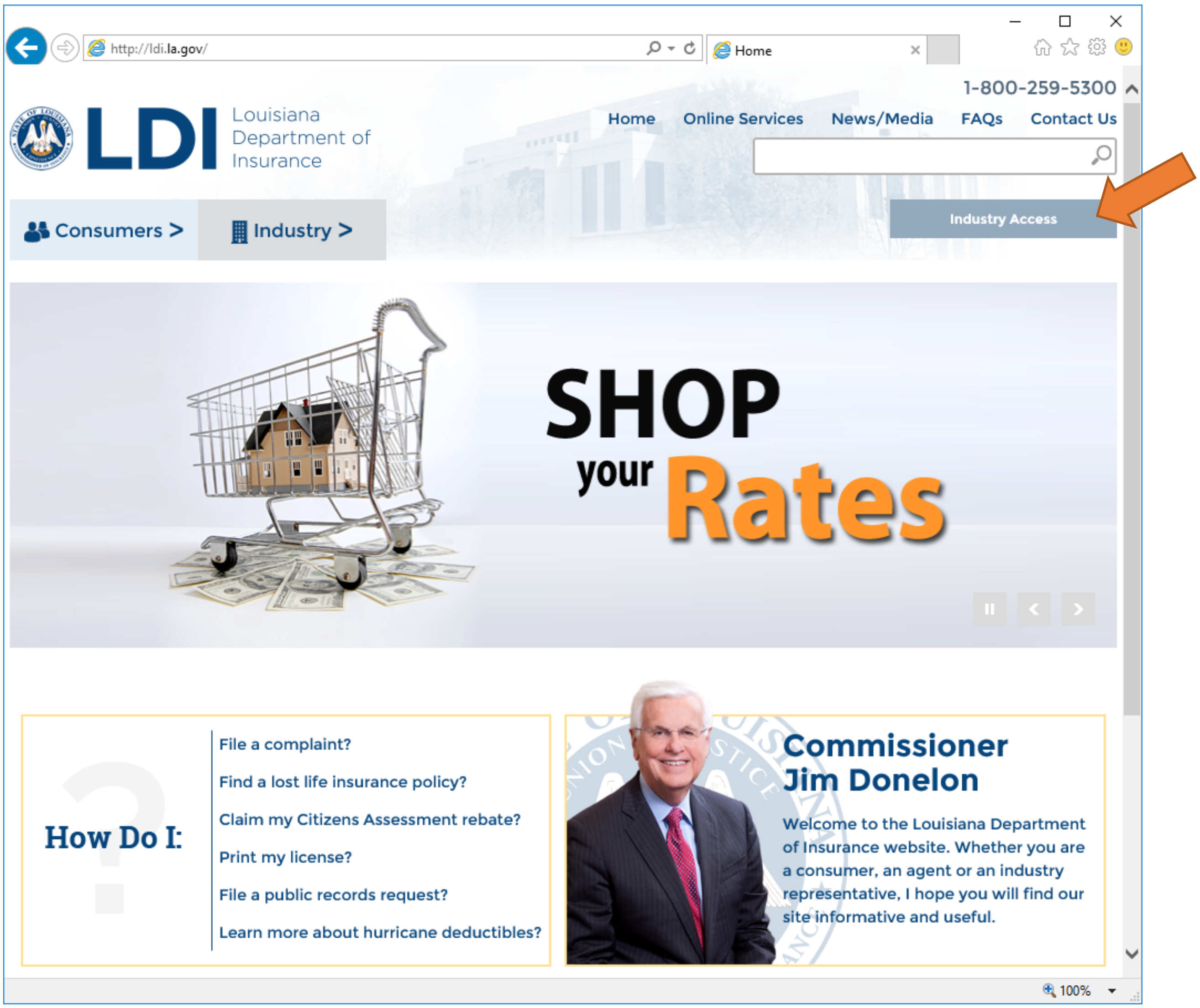
INDUSTRY ACCESS MODULE

Contents

IRO Review

Access the IRO Review Request Module

The IRO Review module is accessed via the Industry Access Portal on the Louisiana Department of Insurance website: http://www.ldi.la.gov/

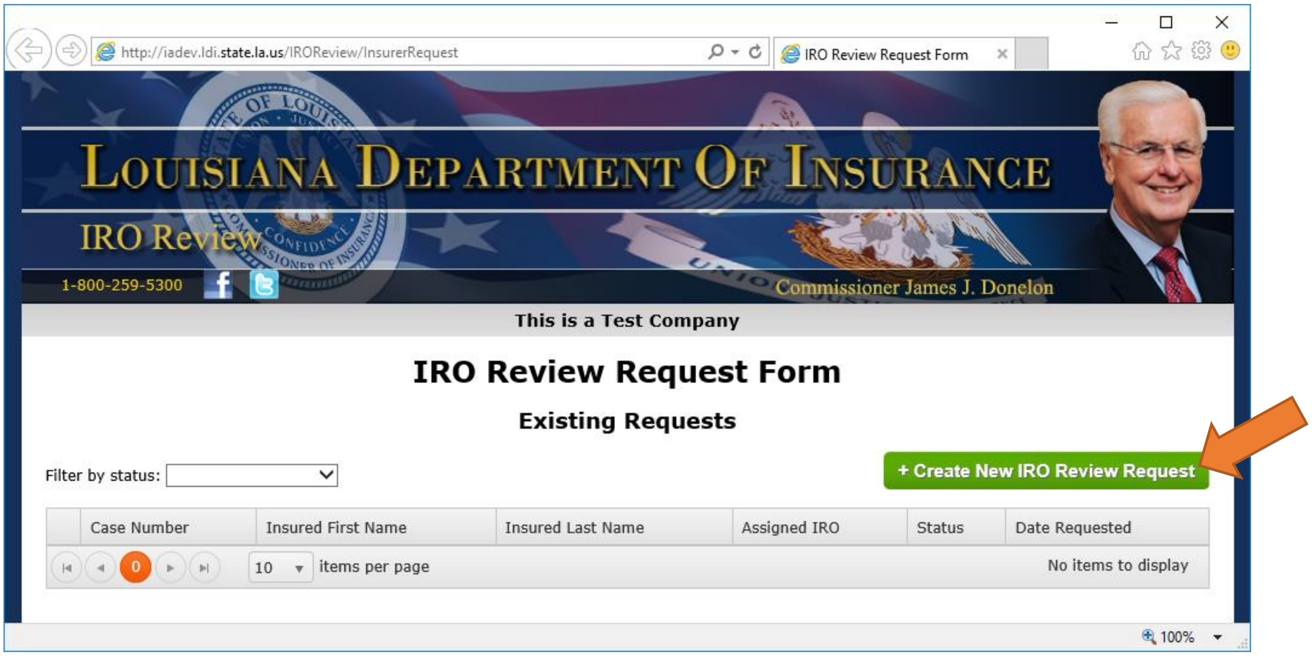


For instructions on how to sign up for the Industry Access Portal and request access to modules, please review the user manual and webinars posted on the Industry Access Log In screen: https://ia.ldi.state.la.us/industryaccess

Create New IRO Review Request

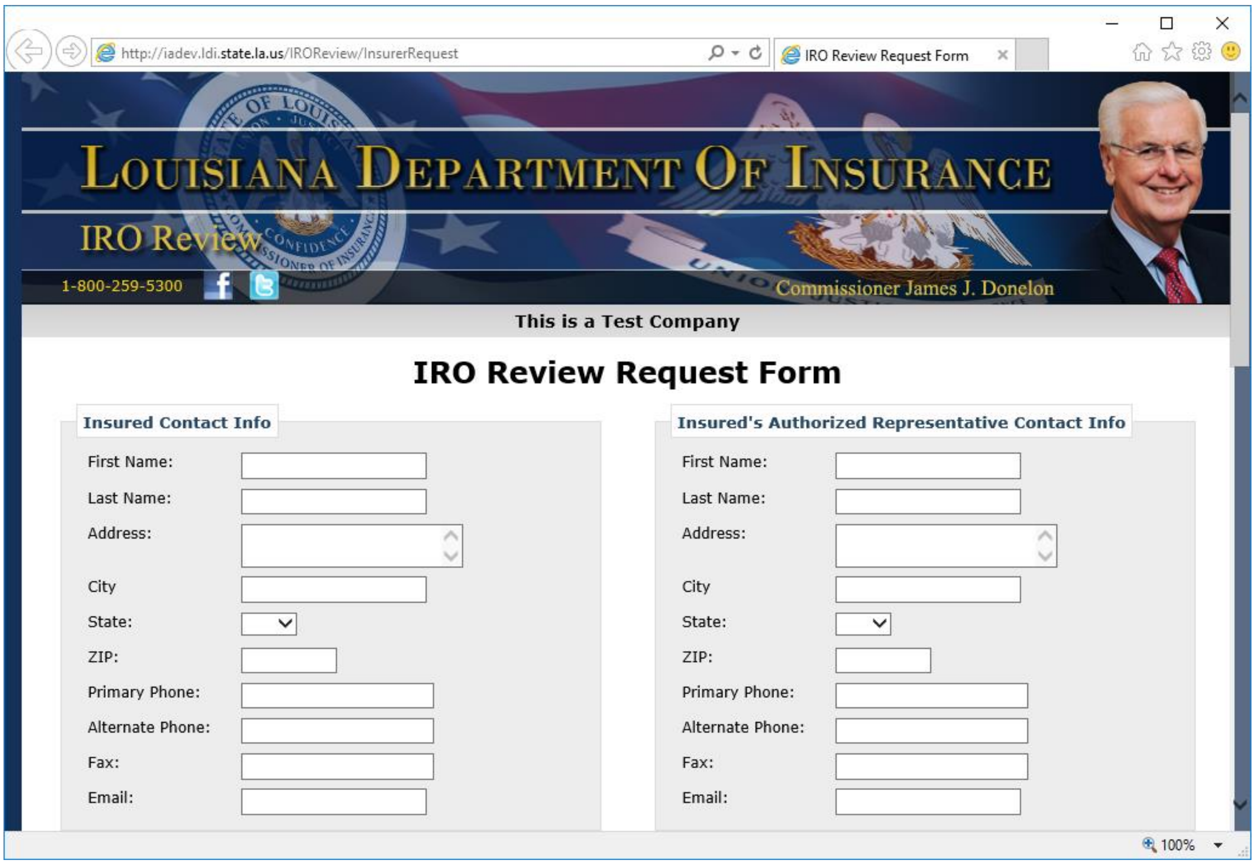
The IRO Review Request Form contains an Existing Requests grid. The first time you enter the IRO Review module, the grid will be empty. As you enter IRO Review requests, they will populate in the grid.

To begin adding a request, first click the “Create New IRO Review Request” button.



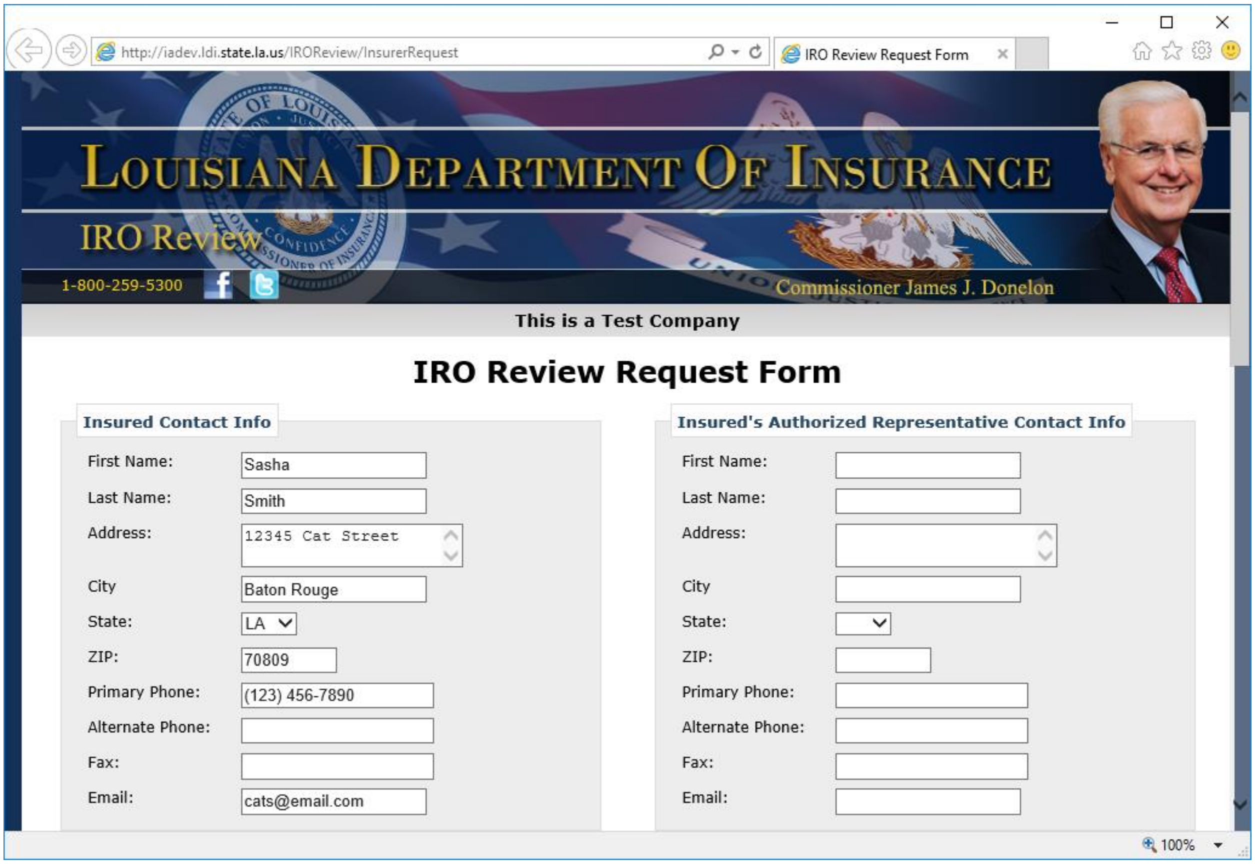
Once you click the button, a blank external review request form will open. This form contains the following sections:

- Insured Contact Info
- Insured’s Authorized Representative Contact Info
- Request Details
- Supporting Document(s)



Contact Info

The fields in the Insured Contact Info section are required and must be filled out before you can submit the request. The fields in the Insured Authorized Representative Contact Info section are optional.



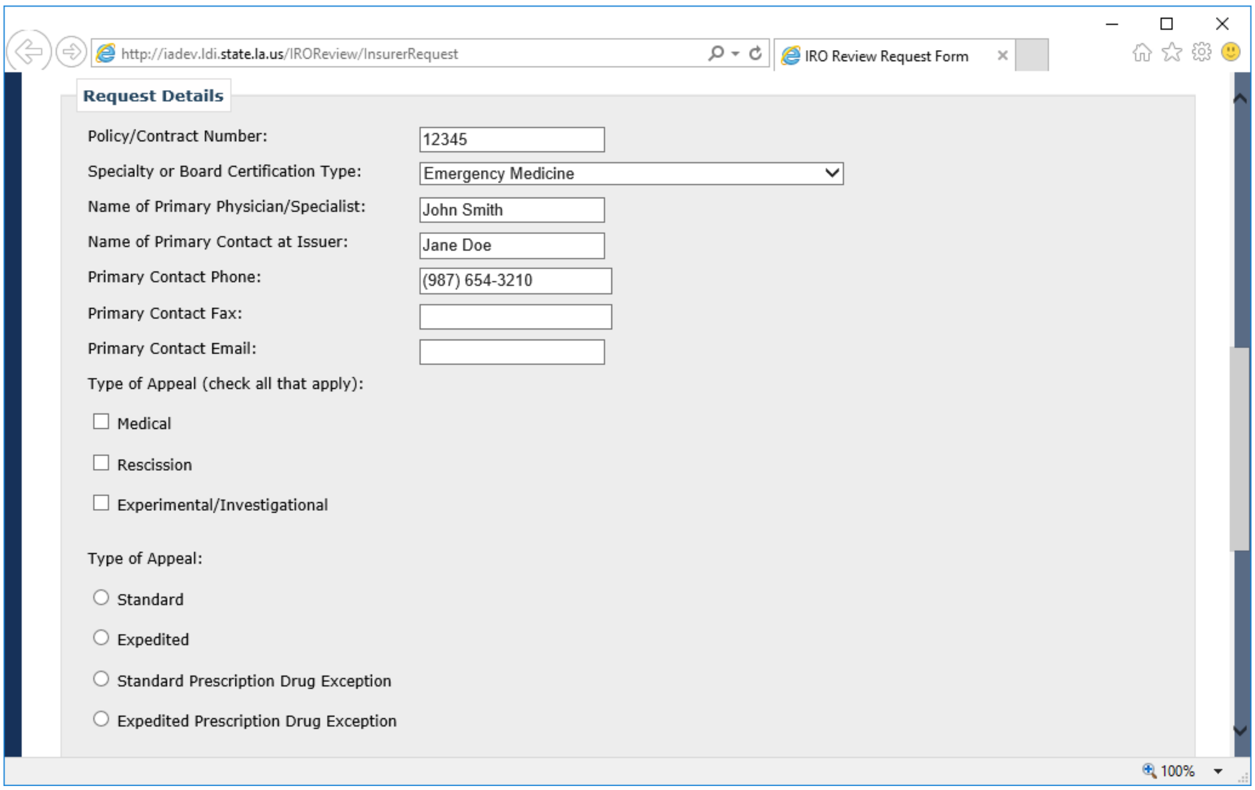
Request Details

The fields in the Request Details section are also required.

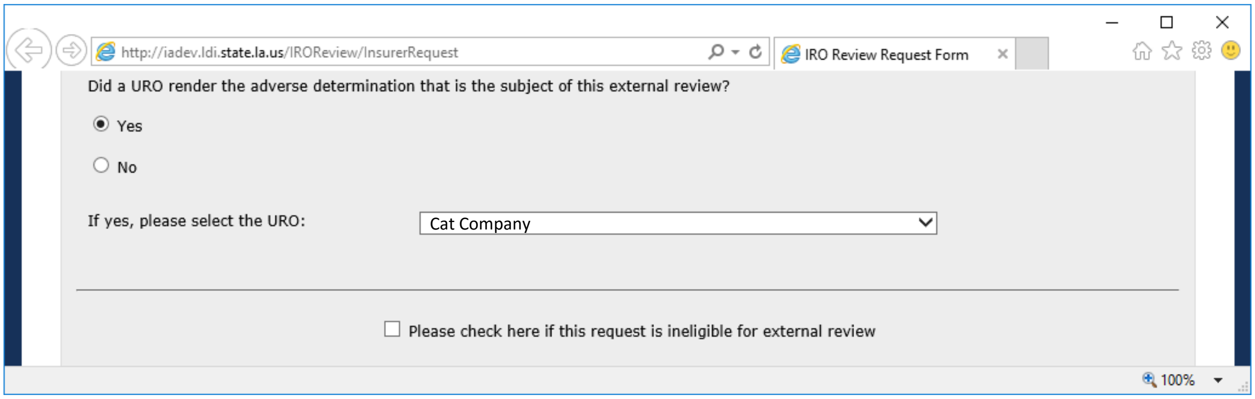
If the request for external review is for an expedited external review, select the "Expedited" option for "Type of Appeal." Prescription Drug Exception requests can also be standard or expedited.

If the request is being entered for informational purposes only, and/or you have determined the request is not eligible for review, check the box at the bottom of this section labeled “Please check here if this request is ineligible for external review.”

> **Note:** If you indicate that the request is ineligible for external review, you will be notified if the consumer files an appeal. You may be required to submit information related to an appeal of an eligibility determination to the LDI. You will also be notified of the commissioner’s decision.

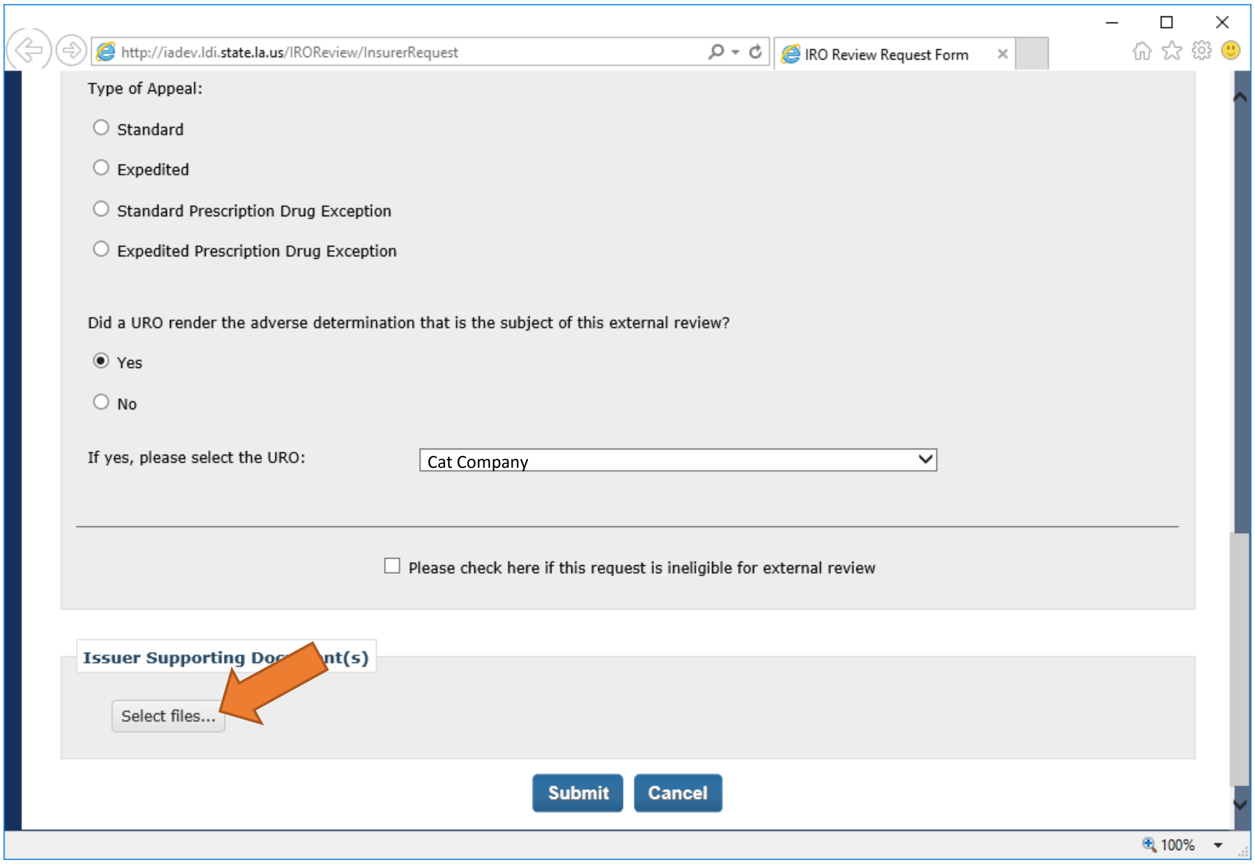


Please note that if you indicate "Yes" for the question "Did a URO render the adverse determination that is the subject of this external review?" you will be required to select the URO from the dropdown below.

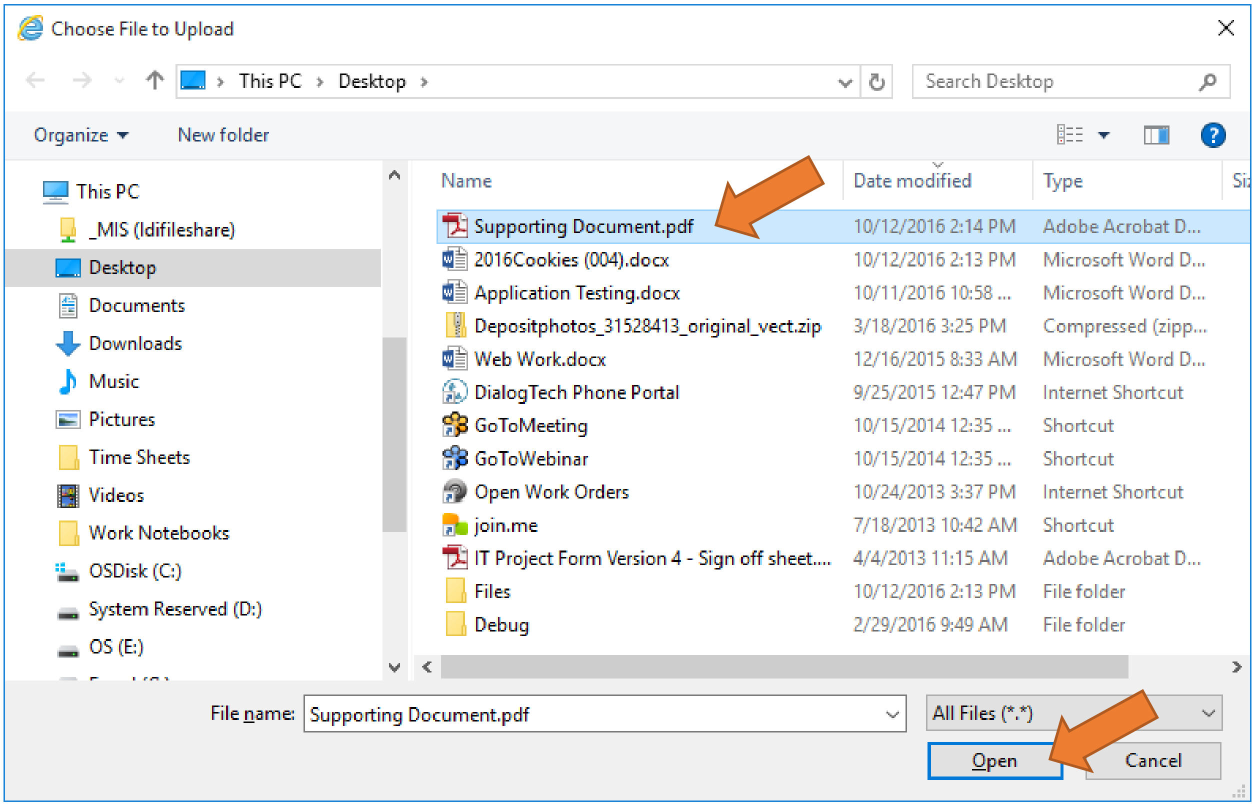


Supporting Document(s)

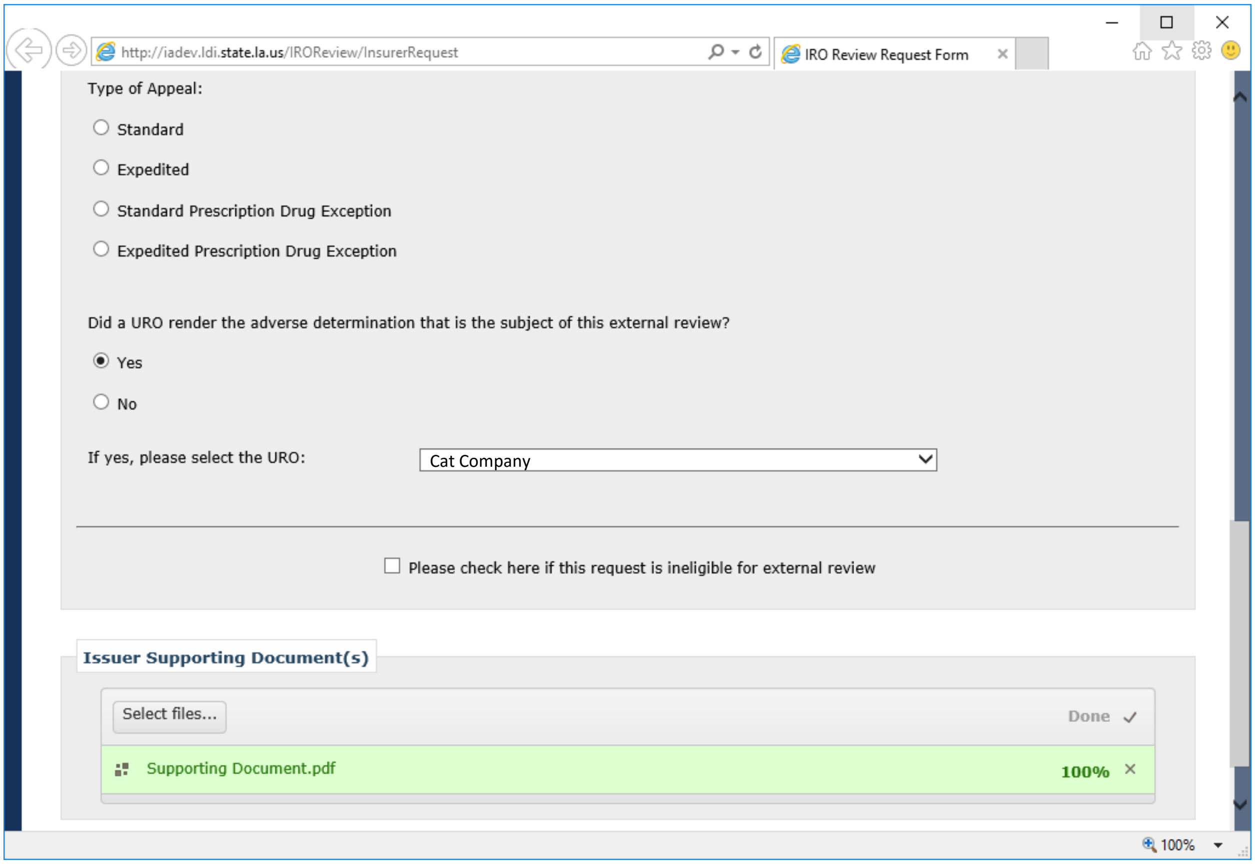
Supporting documentation is not required, but can be attached to your request via the Supporting Document(s) tool. To begin attaching a document, click the "Select Files…" button.



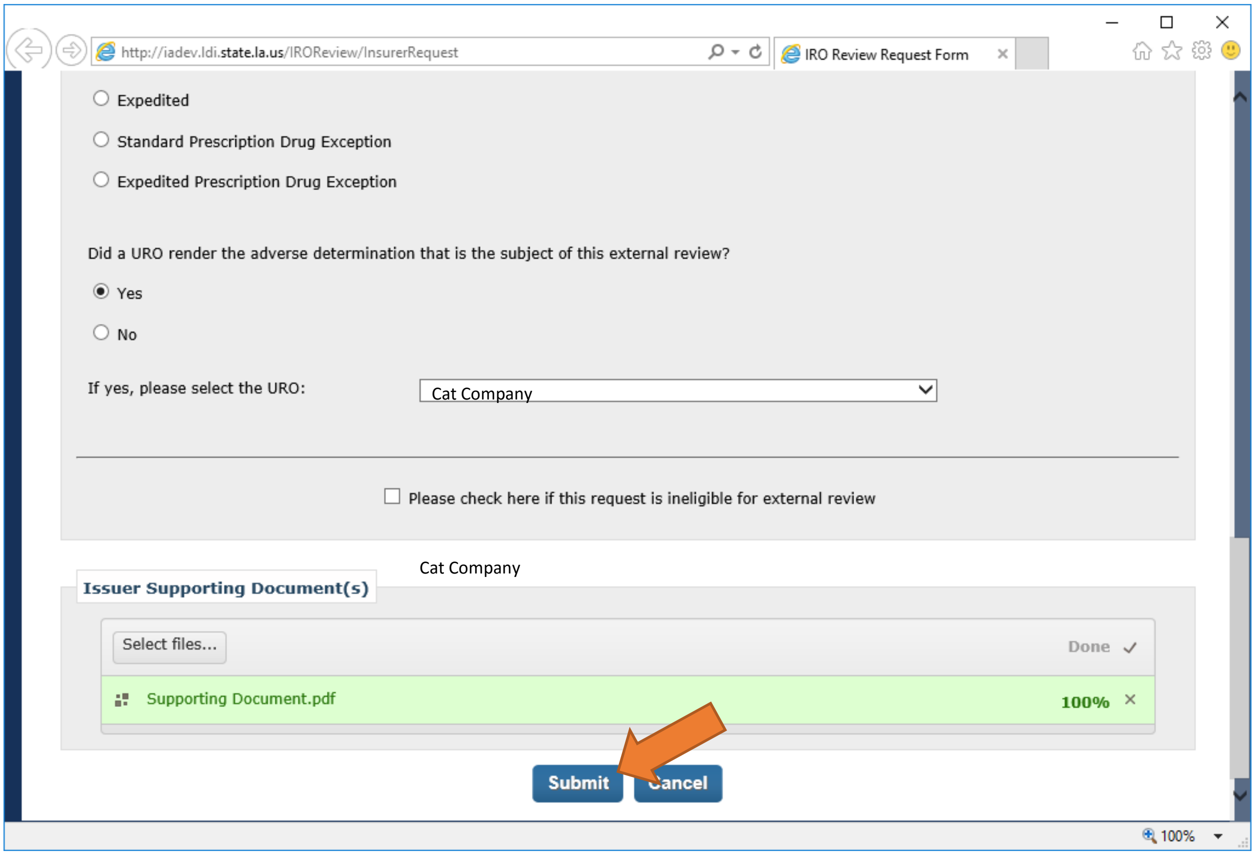
The Windows File Explorer will open. Select the document you wish to attach to the request and click the Open button.



The document will now appear in the Supporting Documents section. If this document was attached in error or if you wish to remove it, click the "x" icon and then add the correct document. You can also attach multiple documents using this tool.



Once you have finished filling in the fields, click the "Submit" button to submit your request. If you missed any required fields, you will be prompted to fill them in before you can submit your request.



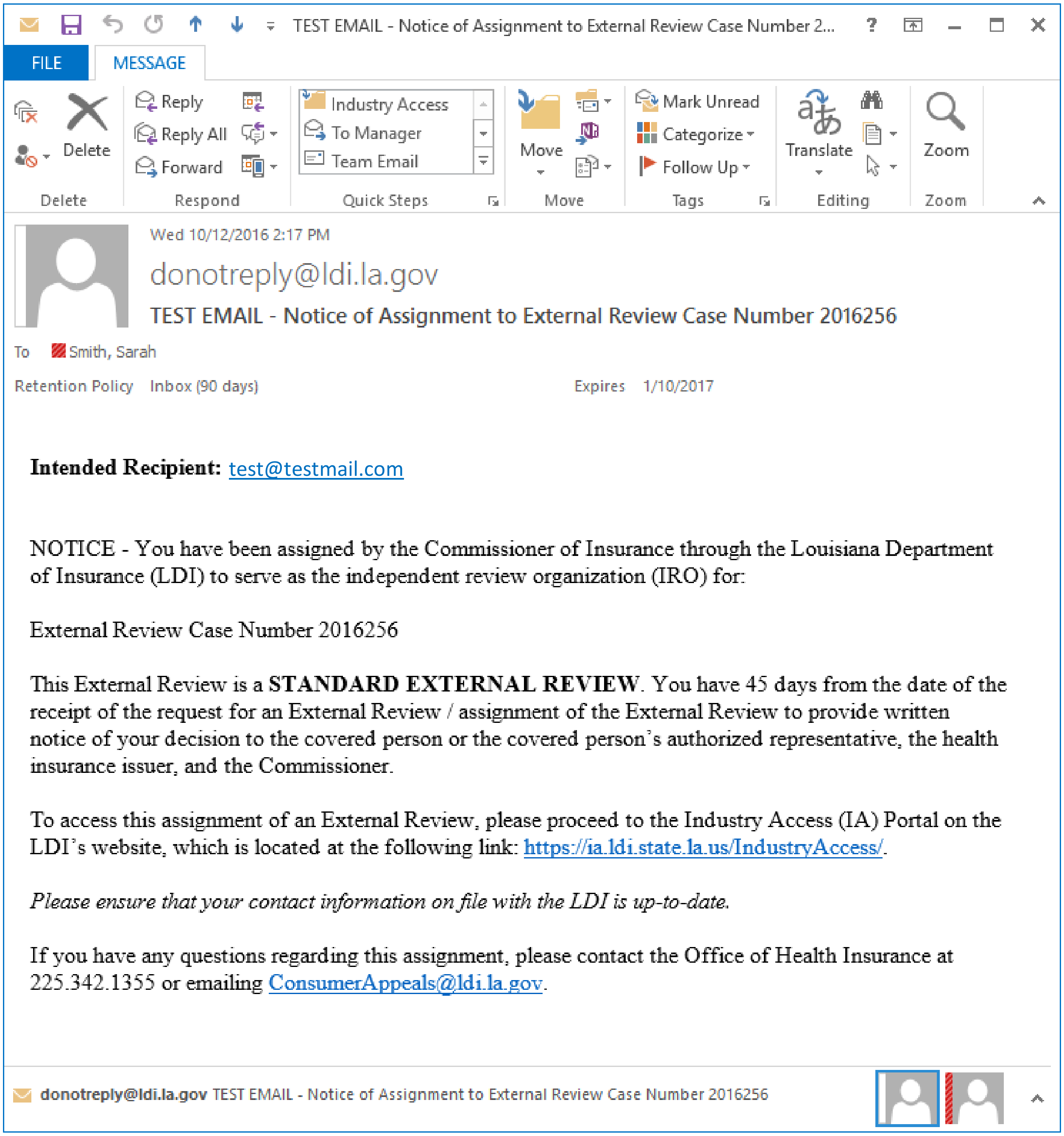
Once the request is successfully submitted, a random IRO assignment will be generated based on the specialty you selected. The screen will display the Case Number for your request, as well as the contact information for the assigned IRO.

Note: If the IRO has multiple contacts, they will be displayed on this screen.

An email will be sent to notify the IRO of the assignment.

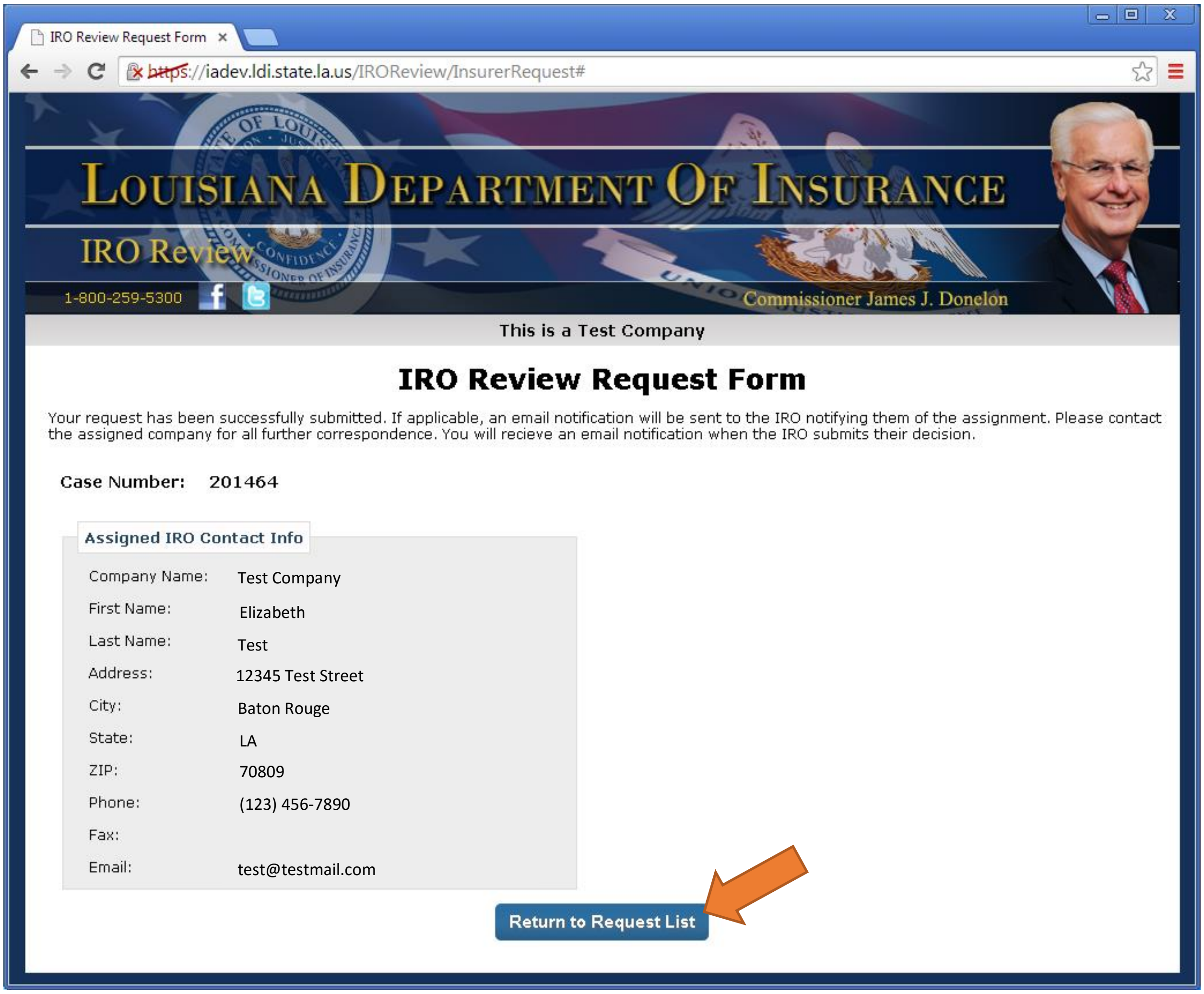
An email will also be sent to your company's IRO Review contact with the Case Number.

> **Note:** If your company has not entered an IRO Review contact in Industry Access, the email will be sent to your company's Primary contact.



View Requests

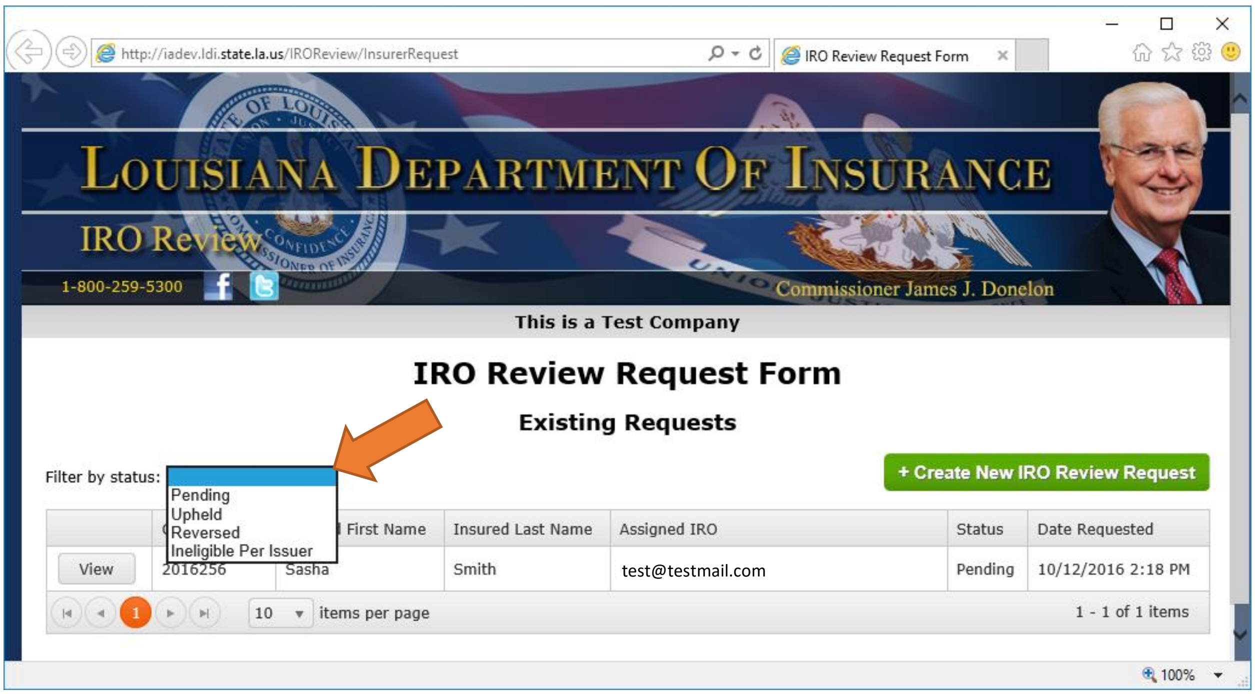
To enter a new request, or view the request you have entered, click the "Return to Request List" button.



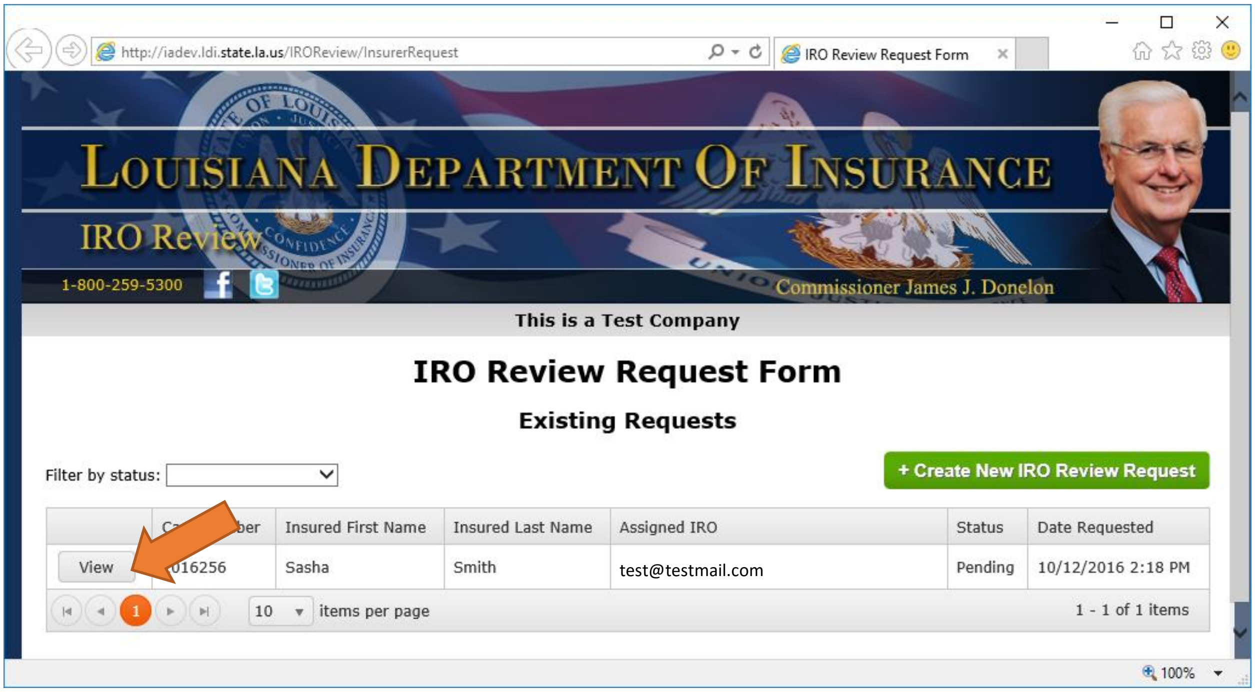
The request you submitted will now appear in the Existing Requests grid. The grid will display the Case Number, Insured First Name, Insured Last Name, Assigned IRO, Status, and Date Requested for the case.

If you have entered more than one request, you can sort them by clicking the headers in the grid, or filter them by selecting an option in the “Filter by status” dropdown box. Status options include:

- Pending: The request is awaiting IRO decision.
- Partial: The IRO partially reversed the issuer's decision.
- Upheld: The IRO’s decision upholds the issuer’s decision.
- Reversed: The IRO’s decision reverses the issuer’s decision.
- Ineligible per Issuer: The request was submitted for informational purposes only and is not deemed eligible for review.



To view the full details of a request, click the “View” button.



The details of the request will load. Please note that these fields are view-only and that you will not be able to edit any of the fields on this form.